



<b>New York State Information Technology Standard</b>	<b>No:</b> NYS-S14-011
<b>IT Standard:</b>	<b>Updated:</b> 04/11/2014
<b>Enterprise Mobile Management Technical Standard</b>	<b>Issued By:</b> NYS ITS – Office of the CTO  <b>Standard Owner:</b> Kishor Bagul

## 1.0 Purpose

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This technical standard is issued by the New York State Chief Technology Officer. This technical standard establishes the ITS Enterprise Mobile Management (EMM) service as the solution for managing mobile device assets and identifies certain base management requirements.

## 2.0 Scope

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This standard applies to all ITS administrators of mobile devices.

Mobile devices include smartphones, tablets and other devices running a mobility oriented operating system, including but not limited to Android, BlackBerry OS, iOS, and Windows Mobile. “Feature Phones” primarily intended to handle voice calls and laptops running traditional, general purpose operating systems (Windows, Mac OS X, Linux) are out of scope.

## 3.0 Standard

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1. Mobile devices procured by the State must be able to meet enterprise baseline security requirements for the lifecycle of the device. Devices incapable of receiving operating system, integrated application or web browser security updates must either be remediated using other security controls, or removed from service.
2. ITS Administrators must have a Mobile Device Management (MDM) system in place for all state-owned mobile devices accessing State systems, no later than October 31, 2014.

3. MDM solutions must enable ITS administrators to meet the enterprise baseline security requirements and additional security controls specific to the agency that the device is assigned to. At a minimum, a MDM solution must have the ability to: encrypt State data using an encryption standard compliant with ITS encryption, provide asset management/inventory functions, manage configuration items (including password policy, failed password lockout, and session timeouts) and securely wipe the device of all user data if needed.
4. ITS Administrators shall implement the Enterprise Mobile Management (EMM) service as soon as possible once the service is generally available, and apply a baseline management policy to all mobile devices, provided that the EMM service meets the security controls and provides essential features specific to agency business operations. The EMM service will minimally include security, application and hardware management capability. Agencies with existing MDM solutions will migrate to the EMM service upon the expiration of existing maintenance or service contract or October 31, 2014.
5. Operators of ITS networks shall establish, document and enforce requirements for the purchase and installation of applications on mobile devices. The process should evaluate business validity of the application and be approved by the Cluster CIO and Cluster ISO or appropriate designated authorities.

## 4.0 Compliance

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Operators of ITS networks shall obtain written authorization of the State CTO or authorized designee if compliance with this standard is not feasible or technically possible, or if deviation from this standard is necessary to support a business function.

## 5.0 Definitions

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A complete listing of defined terms for NYS Information Technology Policies, Standards, and Best Practice Guidelines is available in the "NYS Information Technology Policies, Standards, and Best Practice Guidelines Glossary (<http://www.its.ny.gov/Policy/glossary.htm>)."

## 6.0 Contact Information

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## 7.0 Revision History & Review Schedule

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Date	Description of Change
1/8/2013	Initial Draft
05/30/2013	Draft with updates developed by EISO Mobile Group
04/11/2014	Final Release

## 8.0 Related Documents

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[Cyber Security Policy P03-002 Information Security Policy](#)

[ITS-S07-001 ITS Encryption Standard](#)